



CHANGES TO DEPARTURE FEE AT DUNEDIN INTERNATIONAL AIRPORT

Passenger Service Charge information sheet

- The departure fee for all Trans Tasman passengers using Dunedin International Airport Ltd (DIAL) is NZ\$25 per passenger prior to 1 August 2011 payable before departure at the airport Bank of New Zealand.
- From 1 August 2011 the departure fee will be replaced by a Passenger Service Charge (PSC) of \$12.78 each way which will be included in the price of your ticket.

From 1 August we have a PSC of \$12.78 each way for Trans Tasman travellers leaving / arriving New Zealand through Dunedin Airport. This will replace the previous departure fee of \$25. The new charge will be paid as part of the ticket price and will no longer be collected at the airport.

- There is no change for passengers leaving Dunedin before August 2011 and returning prior to 1 August 2011. The current departure fee of \$25 will apply.
- There will be no change for passengers with one way tickets who leave Dunedin Airport prior to 1 August 2011.

Take the easy way out....

For Trans Tasman passengers departing before 1 August 2011 and arriving back in Dunedin on or after 1 August 2011.

Trans Tasman passengers with Air New Zealand.

Passengers with Air New Zealand are unaffected by the introduction of the PSC and have not been charged an additional fee in their ticket. You will only pay NZ\$25 prior to your departure.

Trans Tasman passengers with Pacific Blue

During the transition period it is possible some travellers may have been charged the PSC arrival charge of \$12.78 in their ticket price and paid a departure fee of \$25 on departure from Dunedin Airport. As DIAL are unable to access this information from the airlines we will refund to any passengers the \$12.78 arrival fee providing they produce relevant documentation to DIAL.

If you think you have possibly been charged more than expected for your return trip you may be eligible for a refund from Dunedin International Airport Ltd.

Please write to:

Passenger Service Charge
Dunedin International Airport
Private Bag 1922
DUNEDIN 9054

Please include:

- Your name, address, and contact phone number.
- Copies of your travel plan that show payment breakdown of fares and taxes / charges.
- Original Departure fee stickers or receipts.
- A computer generated deposit slip or / formal bank verification of account name and number (for those preferring the refund direct to a New Zealand bank account).

Dunedin Airport will reimburse you for any overpayment by New Zealand Westpac cheque or New Zealand bank deposit. Reimbursement requests must be received no later than 30 days from the date of your return.

If passengers leave Dunedin Airport before 1 August 2011 and do not fly back in to Dunedin no refund will apply.

For Travel Agents - If you have purchased departure fee stickers directly from Dunedin Airport you may also be eligible to apply for a refund.

Please write to:

Departure Sticker Return
Dunedin International Airport
Private Bag 1922
DUNEDIN 9054

Please include:

- All unused departure fee stickers purchased from Dunedin Airport.
- A computer generated deposit slip or / formal bank verification of business account name and number (for those preferring the refund direct to a New Zealand bank account).

Dunedin Airport will reimburse you for any overpayment by New Zealand Westpac cheque or New Zealand bank deposit.

Exemptions Exemptions remain the same for PSC as for the current Departure tax.

These include:

- 1 Infants
- 2 Children under the age of 12 years
- 3 Government officials, military personnel
- 4 Airline crew on duty
- 5 Diplomats accredited to embassies in New Zealand
- 6 Diplomats will need to provide a 'Certificate of Identity' from the Ministry of External Relations, not their diplomatic passport. If a PSC has been charged by the travel agent / airline the passenger needs to address this with the airline / travel agent direct.

Take the easy way out....